



EASTERN HEALTH COLLABORATIVE STRATEGIC PLAN



August 2016

A MESSAGE FROM THE COLLABORATIVE

May 2016

In response to a request from the State of Idaho Department of Health and Welfare as a part of the Statewide Healthcare Innovation Plan (SHIP), all 7 regional collaboratives across the state were charged with the development of strategic plans. The 7 regions are aligned with public health district boundaries; the Eastern Health Collaborative (EHC) being aligned with Eastern Idaho Public Health.

The strategic planning process was started by the EIPH SHIP Team and Eastern Health Collaborative Executive team. The strategic planning process included the identification of key stakeholders to provide input to the plan and an update of the Eastern Health Collaborative Mission, Goals, and Objectives.

There are many forces of change that are influencing the current and future practice of the Eastern Health Collaborative. These factors may potentially impact the ability to fulfill EHC's mission and goals:

- Availability of timely, valid regional data.
- Interest from relevant organizations.
- Time constraints of participants.
- Lack of funding for proposed actions.
- Support from local, state, and national lawmakers.

The Eastern Health Collaborative Executive Team initiated a strategic planning process in May of 2016. This resulting plan, approved and adopted by the Regional Collaborative, is our roadmap to the future.

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DRAFT

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STRATEGIC PLAN REVISION PAGE

Date	Section/Pages Affected	RC Chair Signature

PURPOSE

The purpose of this strategic plan is to define the roles, responsibilities, priorities, and direction of the Eastern Health Collaborative (EHC) for the duration of SHIP funding. The strategic map is a one-page graphic that depicts the key elements of the strategic plan to strengthen the Eastern Health Collaborative. The strategic map is founded on the Mission and Vision statement of the EHC.

The Mission and Vision are supported by five STRATEGIC GOALS represented by the small rectangles labelled A through E. These strategic goals define critical tasks that must be completed to accomplish the Mission and Vision. Each goal represents significant planning, activity, and considerable effort over the duration of the SHIP funding period.

STRATEGIC OBJECTIVES are attached to each strategic goal; they are actionable next steps in the pursuit of the strategic goals. These strategic objectives specifically outline what must be accomplished to achieve the quadruple aim: Lower Cost of Care, Improved Health Outcomes, Better Patient Experience, and Increased Provider Satisfaction.



Mission: The Eastern Health Collaborative (EHC) is established to improve the community's understanding of the Patient-Centered Medical Home (PCMH) model and to assist clinics in the transformation to that model of care.

Vision: The Eastern Health Collaborative (EHC) will support Patient-Centered Medical Home practice transformation through collaboration, resource sharing, and the fostering of relationships within the Medical-Health Neighborhood. This transformation will assist in establishing a thriving and healthy community and achieving the quadruple aim of healthcare.

To achieve this mission and vision, Eastern Health Collaborative will convene and organize health care stakeholders to:

A. Support practice transformation to PCMH's

- Encourage practices to participate in PCMH transformation initiatives
- Provide coordination, integration solutions, and identify opportunities for shared resources between transforming PCMHs
- Develop a standard method for PCMH practices to communicate successes, challenges, improvement strategies, etc.

B. Strengthen the Medical-Health Neighborhood

- Define Medical-Health Neighborhood for our region
- Identify unmet health, behavioral health, wellness, and social needs
- Build and support relationships with community partners and resources
- Develop and provide Medical-Health Neighborhood resource list to aid in resource utilization

C. Population health initiatives

- Establish baseline measures and goals regarding regional priorities
- Review community, regional, state, and other data resources to formulate regional health priorities
- Provide support and participate in community health needs assessments

D. Communicate regional efforts, successes and challenges

- Provide regular status updates to regional collaboratives (RC's) and IHC
- Receive status reports from clinics and PCMH contractors with actionable support areas
- Receive requests for input from IHC and provide recommendations to IHC relative to SHIP
- Communicate supports offered by the EHC to the PCMH's

E. Develop a sustainability plan

- Identify stakeholders from PCMHs to convene EHC and evaluate membership to maintain appropriate representation
- Communicate EHC mission through outreach and establish partners to support vision
- Seek recommendations from members, IHC, and other RCs for sustainability
- Engage and emphasize meaningful work for EHC members

Strategic Goal A: Support practice transformation to PCMH's						
Objective 1: Encourage practices to participate in PCMH transformation initiatives						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Executive Leadership Team/ PHD SHIP Staff contacts local clinic physicians and discusses PCMH/SHIP initiatives	3/15/16, 12/31/18	Contact 30 total clinics in EHC	17 →			Executive Leadership Team and PHD SHIP Staff
Objective 2: Provide coordination, integration solutions, and identify opportunities for shared resources between transforming PCMHs						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Invite SHIP clinics or those working toward PCMH recognition to participate in EHC meetings	1/11/16, 12/31/18	Invite 25 total clinics	8 →			Executive Leadership Team and PHD SHIP Staff
Clinics share best practices, assist each other as needed	3/15/16, 12/31/19	Network time set aside at each EHC meeting (10)	8 →			EHC Members/Clinics
Establish quarterly conference call for care coordinators in region	3/15/16, 12/31/19	Hold 4 quarterly calls yearly starting October 2016	→			
Facilitate conversation between regional collaborative meetings.	3/15/16, 12/31/19	????				
Objective 3: Develop a standard method for PCMH practices to communicate successes, challenges, improvement strategies, etc.						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Host monthly EHC Meetings	1/11/16, 12/31/19	Host 10-12 EHC meetings throughout the year	8 →			EIPH SHIP staff, Executive Leadership Team
Establish quarterly conference call for care coordinators in region	3/15/16, 12/31/19	Hold 4 quarterly calls yearly starting October 2016	→			PHD SHIP Staff/PCMH clinic care coordinators
Networking form completed by each clinic prior to EHC meeting to share PCMH successes/challenges	3/15/16, 12/31/19	Clinics will submit form by the first of every month.	→			EHC clinic staff

Not Started
 Deferred
 On Target
 Off Target
 Waiting on Someone
 Critical
 Achieved

Strategic Goal B: Strengthen Medical-Health Neighborhood						
Objective 1: Discuss and define Medical-Health Neighborhood according to region needs						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Discuss Medical-Health Neighborhood	1/11/16, 12/31/19	Ongoing	N/A			EHC Members
Identify health providers to be part of Medical-Health Neighborhood	1/11/16, 12/31/16	Identify at least 15 health providers to be part of Medical-Health Neighborhood	○			EHC Members
Objective 2: Identify unmet health, behavioral health, wellness, and social needs						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Collaborate with EHC and Medical-Health Neighborhood to identify priority health, behavioral health, and social needs	1/11/16, 12/31/19	Identify 2 unmet needs annually	○			EHC Members, M-H Neighborhood Members
Utilize clinical quality measures to identify health gaps in region	1/11/16, 12/31/16	6 clinical quality measures per year	➡			EHC Members
Objective 3: Build and support relationships with community partners and resources						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Identify resources available within community	1/11/16, 12/31/19	As identified	➡			EHC Members
Presentation from resources at EHC meeting	1/11/16, 12/31/19	6 at EHC meetings per year	4 ➡			Medical-Health Neighborhood Providers
Spotlight resource on Medical-Health Neighborhood website	1/11/16, 12/31/19	Monthly spotlight	○			PHD SHIP Staff
Objective 4: Develop and provide Medical-Health Neighborhood resource list to aid in resource utilization						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Develop Medical-Health Neighborhood website for resource identification and sharing	1/11/16, 12/31/19	Website developed Fall 2016	➡			EHC Members

○ Not Started ○ Deferred ➡ On Target ➡ Off Target ⚠ Waiting on Someone ❗ Critical ✔ Achieved


Strategic Goal C: Population health initiatives						
Objective 1: Establish baseline measures and goals regarding regional priorities						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Identify regional health priorities	1/11/16, 12/31/19	Identify annually 4 clinical quality health measures	✓			EIPH SHIP STAFF, EHC Members
Establish baseline measures from participating clinics	1/11/16, 12/31/19	Ongoing	✓			EIPH SHIP STAFF, EHC Members
Objective 2: Review community, regional, state, and other data resources to formulate regional health priorities						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Review data from SHIP Data Analytics Contractor Quarterly	1/11/16, 12/31/19	Review reports 4x/year	👤			State SHIP, EHC Members
Review Get Healthy Idaho Annually	1/11/16, 12/31/19	Provide recommendations to GHI once annually	1 ✓			EIPH SHIP STAFF, EHC Members
Use CHA, Network of Care, Data Analytics, and GHI to help identify unmet needs in region	1/11/16, 12/31/19	Identify 2 unmet needs annually	○			EHC Members, EIPH SHIP STAFF
Objective 3: Provide support and participate in community health needs assessments						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Identify Community Health Needs Assessment available within region	1/11/16, 12/31/19	Fall 2016	✓			EIPH SHIP STAFF, EHC Members
Work with hospitals in region to develop Community Health Needs Assessment	1/11/16, 12/31/19	????????				EHC Executive Team, EIPH SHIP STAFF, EHC Members

Not Started
 Deferred
 On Target
 Off Target
 Waiting on Someone
 Critical
 Achieved

Strategic Goal D: Communicate regional efforts, successes and challenges						
Objective 1: Provide regular status updates to Regional Collaboratives (RCs) and IHC						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Communicate EHC updates to IHC through continued representation at IHC by Executive team.	1/11/16, 12/31/19	Provide updates to IHC through monthly reports and verbal reports as needed (12)	8 →			Executive Leadership Team and EIPH SHIP manager
Communicate EHC updates to all Regional RCs by SHIP manager workgroup	1/11/16, 12/31/19	Provide updates to RCs Monthly (12)	8 →			EIPH SHIP manager
Objective 2: Receive status reports from clinics and PCMH contractors with actionable support areas						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Receive status reports and requests from contractors	1/11/16, 12/31/19	Contractors provide reports monthly (12) to clinics	3 →			SHIP Contractors
Receive status updates and requests from clinics	1/11/16, 12/31/19	Clinics provide updates to EHC at every meeting (10-12)	3 →			EHC Clinics
Objective 3: Receive actionable information from IHC, subcommittees, or other sources that potentially could affect health in region						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Report information back to IHC, subcommittees, or other sources	1/11/16, 12/31/19	Provide monthly (12) input to IHC	5 →			Executive Leadership Team, EHC Members, EIPH SHIP STAFF
Communicate EHC updates to all RCs by SHIP Manager Workgroup	1/11/16, 12/31/19	Provide updates through SHIP Manager Workgroup monthly (12)	8 →			EIPH SHIP manager

Not Started
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 Critical
 Achieved

Strategic Goal E: Develop a sustainability plan						
Objective 1: Identify stakeholders from PCMHs to convene EHC and evaluate membership to maintain appropriate representation						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Identify additional EHC stakeholders	1/11/16, 12/31/19	Identify 9 PCMHs a year	11 ✓			EHC Members, EIPH SHIP STAFF SHIP
Assess EHC membership	1/11/16, 12/31/19	Assess membership annually (1)	1 ✓			EHC Members, Executive Leadership Team, EIPH SHIP STAFF SHIP
Objective 2: Communicate EHC mission through outreach and establish partners to support vision						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Identify community partners	1/11/16, 12/31/19	Ongoing	N/A			Executive Leadership Team, EHC Members
Communicate EHC mission through outreach and establish partners to support vision	1/11/16, 12/31/19	Ongoing				
Share information on RC Mission	1/11/16, 12/31/19	Ongoing	N/A			Executive Leadership Team, EHC Members
Objective 3: Seek recommendations from members, IHC and other RCs for sustainability						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Pursue sustainability recommendations	1/11/16, 12/31/19	Ongoing	N/A			Executive Leadership Team, EHC Members
Objective 4: Engage and emphasize meaningful work for EHC members						
Strategy	Start Date, End Date	Target Measure	Status			Responsible Party
			YR 1	YR 2	YR 3	
Convey progress of quadruple aim in region	1/11/16, 12/31/19	Ongoing	N/A			Executive Leadership Team, EHC Members

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  Off Target
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